

# Commonwealth of Massachusetts Executive Office of Health and Human Services Office of Medicaid

600 Washington Street Boston, MA 02111 www.mass.gov/masshealth

November 1, 2007

MassHea

Eligibility Operations Memo 07-16

TO: MassHealth Eligibility Operations Staff

FROM: Russ Kulp, Director, MassHealth Operations

RE: Revised Request for Information (VC) Notices and MA21 Unverified Notes

#### Introduction

Effective November 3, 2007, MassHealth Operations is revising the request for information (VC) notices in an effort to provide clearer instructions for submitting verifications for an applicant or member. MA21 will be revised to allow an eligibility worker to add additional text to the notice to convey to the household more specific details about the documentation that is requested. Notes may be used to inform an individual that the documentation supplied was illegible, outdated, or inappropriate.

# **MA21** Unverified Notes

Certain events on MA21 that record person events now have a new field titled **Not Ver Notes**. This field allows an eligibility worker to add additional comments that will display on the VC notice. Eligibility workers will have the option to select from a list of the most common reasons that additional documents are requested or enter case-specific information.

The following record-person events have the new "Not Ver Notes" field.

- ATT Assets
- EIN Earned income
- HIN Health insurance
- REN Rental income
- QAC Qualified alien citizen and identity
- UIN Unearned income

Note: An eligibility worker has the ability to enter a "Not Ver Note" for each occurrence of the events listed above.

For instructions on entering Not Ver Notes, see Attachment 1 at the end of this memo.

(continued on next page)

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# Revised "Request for Information" (VC) Notice Format

The VC notice has been reformatted in an effort to provide clearer instructions and more specific requests for information to an applicant or member. The notice will be streamlined and provide all time frames for returning requested documentation at the beginning of the notice. The middle of the notice will ask for the specific verifications that are outstanding on the case. Finally, the notice will include a list of acceptable forms of verification specific to the type of verification that is being requested from the individual.

#### Attachments

The following attachments accompany this memo.

- Attachment 1 MA21 data-entry instructions for **Not Ver Notes**
- Sample Revised Request for Information (VC) Notice

## Questions

If you have any questions about this memo, please have your MassHealth enrollment center designee contact the Policy hotline.

# Data Entry of "Not Verified Notes"

Certain events on MA21 record person events have a new field titled "Not Ver Notes." This field allows an eligibility worker to add additional comments that will display on the Request for Information (VC) notice. An eligibility worker will have the option to select from a list of the most common reasons that additional documents are requested or enter case-specific information.

#### The following Record-Person Events have the new "Not Ver Notes" field:

- ATT Assets
- EIN Earned income
- HIN Health insurance
- REN Rental income
- QAC Qualified alien citizen and identity
- UIN Unearned Income

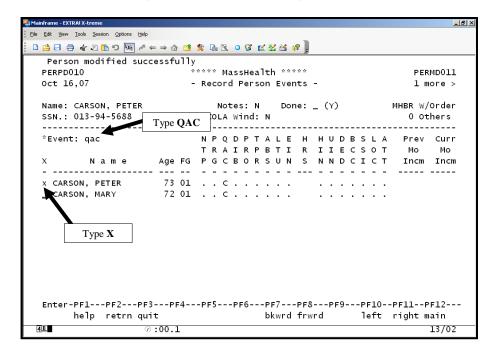
**Note:** Any comments entered on the "Not Ver Notes" screen will display **exactly** as entered on the VC notice. Please be sure to use clear, concise, grammatically correct language.

- Please do not use abbreviations.
- Text should be entered in sentence format (upper and lower case).

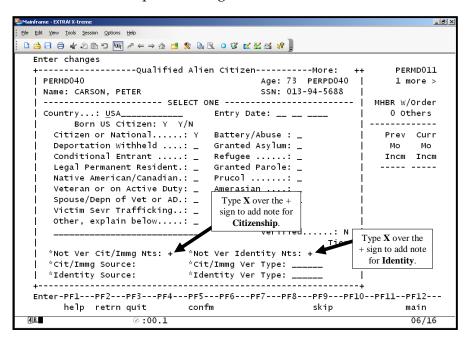
## How to Add a "Not Ver Note" to an existing case

From MA21 record-person events:

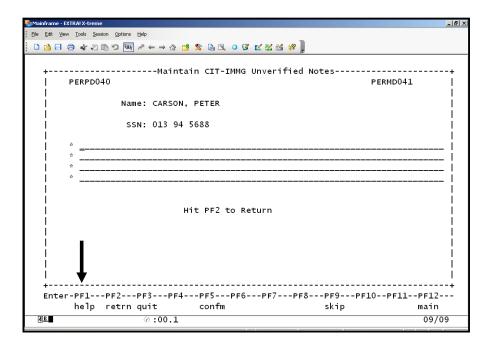
- 1. Tab to the "Event" field and type appropriate **event** code (for example, QAC).
- 2. Tab to the member you wish to select and type **X**. Press **enter**.



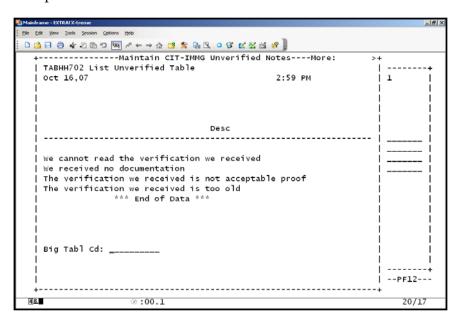
3. Tab to the "Not Ver Notes" field and type **X** over the (+) symbol. Press **enter**. **Note**: The QAC event has two separate "Not Ver Notes" fields – one field for comments related to citizenship and immigration and one field for comments related to identity.



4. The "Not Ver Notes" screen will appear.

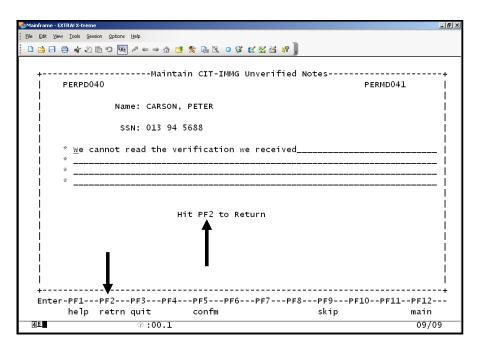


5. Press **PF1** for a drop-down list of options. Select the appropriate message from the list and press enter.

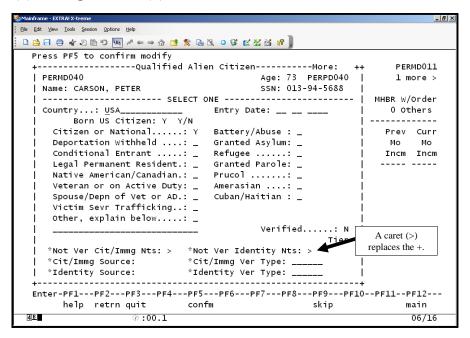


6. Type additional **comments** as needed.

**Note:** The PF1 help menu is a list of the most common reasons to request additional documentation. These messages should be used when possible; however the eligibility worker may choose to use case-specific language.



7. Press **PF2** to return to the "Event" screen. The indicator for "**Not Ver Notes**" is a caret (>) that replaces the (+).

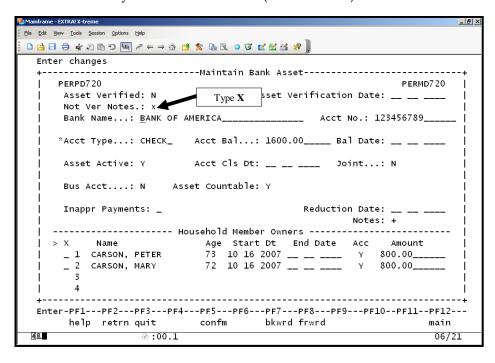


- 8. Press **PF5** to confirm.
- 9. Perform an eligibility determination. A new or revised VC notice, complete with the **Not Ver Notes** will be generated to the household.

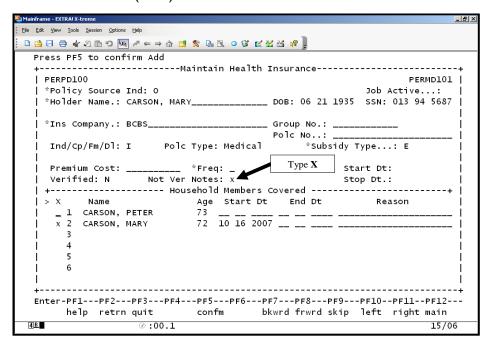
#### **Asset (ATT) Event**

Below is an example of the "Bank Account" asset screen. "**Not Ver Notes**" may be added for each asset occurrence on MA21.

**Note**: The "Asset type =CASH" screen will not have the "Not Ver Notes" field. Cash assets are automatically considered verified (self-declared).



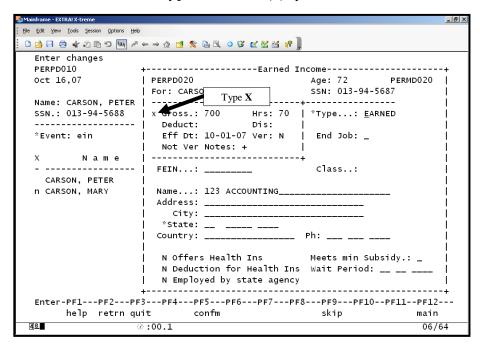
## Health Insurance (HIN) Event



#### Earned Income (EIN) Event

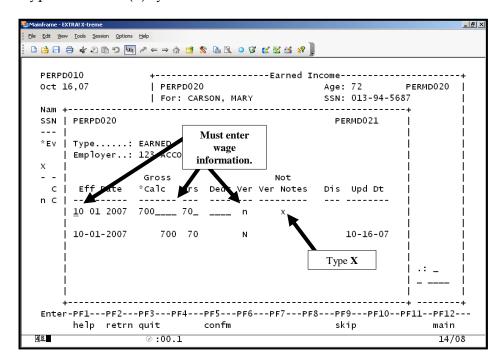
When adding "Not Ver Notes" to the earned income (EIN) event:

1. Access the **EIN** event. Type **X** over the (+) symbol. Press **enter**.



- 2. The EIN pop-up window will appear. **Type** the
  - effective date;
  - gross monthly income;
  - monthly hours; and
  - verified indicator.

3. Type **X** over the (+) symbol to access the "Not Ver Notes" window. Press **enter**.



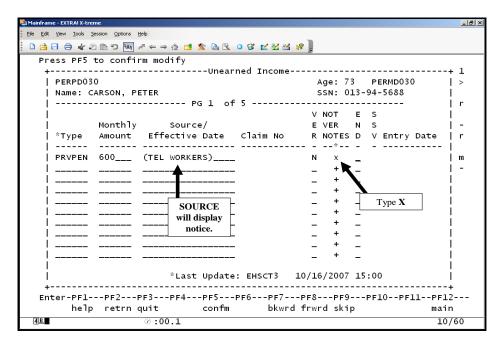
4. Enter comments as needed. Press **PF2** to return to the EIN pop-up window. Press **PF5** to confirm.

# Unearned Income (UIN) Event

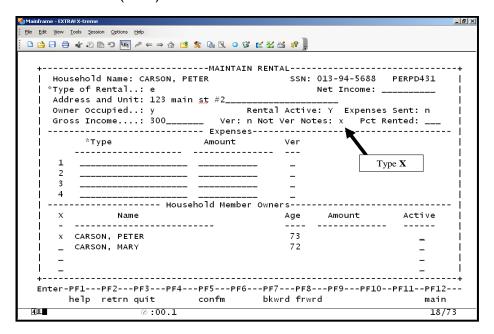
"Not Ver Notes" may be added for each occurrence of unearned income (UIN). If the individual has more than one UIN record, be sure to select the appropriate "Not Ver Notes" option.

**Note**: Any text entered into the "Source/Effective Date" field will display on the VC notice. Suggestions:

- Use this field to identify details of the source of the income (examples include, private pension company name; child support absent parent name, DOR, etc)
- Use parentheses (see example below) when entering the source.



# Rental Income (REN) Event



REVERE OFFICE 300 OCEAN AVENUE, SUITE 4000 REVERE MA 02151-3675

> Tel: (800) 322-1448 Fax: (781) 485-3400

550/VCT1-HCR MARY CARSON 123 MAIN ST BOSTON MA 02111-0000

#### REQUEST FOR INFORMATION

Date: 10/16/2007 Notice: **1469259** SSN: **013-94-5687** 

#### Dear MARY CARSON

MassHealth has received your application or review form but we need more information before we can make a decision about your eligibility for health-care benefits. The information we need is listed below. A list of acceptable documents that you may send us to verify this information appears further down on this notice.

You must send us all of the information we need by 11/15/2007. If you do not send us this information by this date:

- \* your health-care benefits may be denied if you are applying; or
- \* your health-care benefits may end if you are currently getting benefits.

If you believe you have already submitted all requested verifications or if you have any questions, call the phone number at the top of this notice.

#### **Information We Need**

We need verification of the following information from:

#### CARSON, PETER

- Verification of Citizenship We cannot read the verification we received
- Verification of Identity

  We cannot read the verification we received

- Income from Private Pension (TEL WORKERS)

  The verification we received is not acceptable proof
- Rental Income for 123 MAIN ST #2
   Please submit a copy of 2006 1040 and Schedule E
- BANK OF AMERICA Checking Account 123456789

  The verification we received is too old

## **CARSON, MARY**

- Earned Income from 123 ACCOUNTING

  We received one paystub and we need one more
- Health Insurance Medical BCBS OF MA-REGULAR We received no documentation
- BANK OF AMERICA Checking Account 123456789

  The verification we received is too old

#### **Documents You May Submit**

# **Proof of Citizenship and Identity**

If you are a citizen and we asked you to provide proof of citizenship and identity, you must send us the following:

#### Level 1-Acceptable Proof of Identity and Citizenship

Applicants or members born outside the U.S. who were not citizens at birth must submit one of the documents listed below (one of the following documents satisfies identity and citizenship):

- \* U.S. passport;
- \* Certificate of Naturalization (DHS Forms N-550 or N-570); or
- \* Certificate of U.S. Citizenship (DHS Forms N-560 or N-561).

# Level 2-Acceptable Proof of Citizenship

A proof from Level 2 can only be submitted if you cannot get a proof from Level 1 (you must also provide proof of identity):

- \* U.S. birth certificate issued before 5 years of age, from one of the 50 U.S. states or U.S. territories or outlying possessions (with appropriate dates);
- \* Report of Birth Abroad of a U.S. Citizen (Form DS-1350, FS-240, or FS-545);
- \* U.S. Citizen I.D. card (INS Form I-197 or Form I-179).

PLEASE NOTE: If you cannot get proof from Level 1 or Level 2, please look in the MassHealth Member Booklet or MassHealth + You Guide or go to www.mass.gov/masshealth for more information on proof of identity and the different levels of proof of citizenship.

# **Acceptable Proof of Identity**

If you cannot get proof of citizenship and identity from Level 1 and you provide proof of citizenship from a different level, you must also provide proof of identity. Examples of proof of identity are below:

- \* current state driver's license with your picture or other identifying information or state I. D. with your picture;
- \* Certificate of Indian Blood or other U.S. American Indian or Alaska Native tribal document with your picture or other identifying information;
- \* school I. D. card with your picture;
- \* U.S. military card or draft record;
- \* I. D. card issued by federal, state, or local government with your picture or other identifying information;
- \* military dependent's I. D. card; or
- \* U.S. Coast Guard Merchant Mariner card.

# Children under age 16 may have their identity proven using other means when the child does not have or cannot get any proof on the above list.

- \* daycare or nursery school record (with a photograph) showing date and place of birth; or
- \* affidavit signed under penalty of perjury by a parent or guardian attesting to the child's date and place of birth.

The affidavit cannot be used if it was used to verify citizenship.

If we asked you to verify citizenship and/or identity and you think you will need more time than we gave you on this notice, please call the phone number at the top of this notice to request an extension.

**Health Insurance:** Copy of both sides of all health insurance cards and a copy of your current premium bill.

#### **Income Information**

**Earned income -** Please send us one of the following showing gross income and the number of hours per pay period: two recent consecutive pay stubs; your most recent Form 1040 (U.S. Individual Income Tax Return) with all attachments; or any earnings statement from your employer.

**Unearned income -** Please send us one of the following showing gross income from each income source: a copy of your check stub or award letter; a statement from the company or agency issuing the payment or benefit; or your most recent Form 1040 (U.S. Individual Income Tax Return) with all attachments.

**Rental income -** Please send us the following for all units: proof of rental income and expenses for the past 12 months, including taxes, mortgage statement, insurance, heat and water if provided, and repairs and maintenance.

Reminder: Gross income is your income from any source before deductions are taken out.

**Bank Accounts:** must verify the amount on deposit by bank books or bank statements that show the bank balance within 45 days of the date of application or eligibility review.

If you do not have any of the requested documents or you do not understand what you need to provide, please call an eligibility worker at the MassHealth Enrollment Center listed on the first page of this form.

Please include your name, social security number, and/or your date of birth on all correspondence.